



Department for Children  
and Families

*Strong Families Make a Strong Kansas*

A large background image showing a group of diverse children at a playground. In the foreground, a young boy with curly hair is smiling broadly. Behind him, a girl in a light blue tank top is also smiling, and another boy is visible in the background. The playground equipment is colorful, with red and blue structures.

# Client Services Report 2018

A circular inset image showing a woman with short, curly hair, wearing a light grey blazer, sitting at a table. She is smiling and looking towards another person whose back is to the camera. She is holding a pen and a document. The setting appears to be an office or meeting room.

**August 2018**

(Jan. 1, 2018 - July 31, 2018)

# **Table of Contents**

- Executive Summary**
- Office of Customer Service**
  - Personnel**
  - Role of the Office**
  - Performance Measurements in SFY2018**
- Annual System Data**
  - Department of Economic and Employment Services**
  - Department of Prevention and Protection Services**
  - Department of Child Support Services**
  - Department of Rehabilitation Services**
  - Department of Foster Care and Residential Facility**
  - Licensing**

# Kansas Department for Children and Families Client Services Report 2018

## Executive Summary

Welcome to the Kansas Department for Children and Families (DCF) Office of Customer Service, Foster Parent and Youth Ombudsman 2018 Report. Our agency serves as the State social service agency. The agency is focused on helping families achieve self-reliance through gaining meaningful employment, protecting children and vulnerable adults from abuse and neglect, growing our services to families receiving child support and increasing our connections in the community to promote foster care.

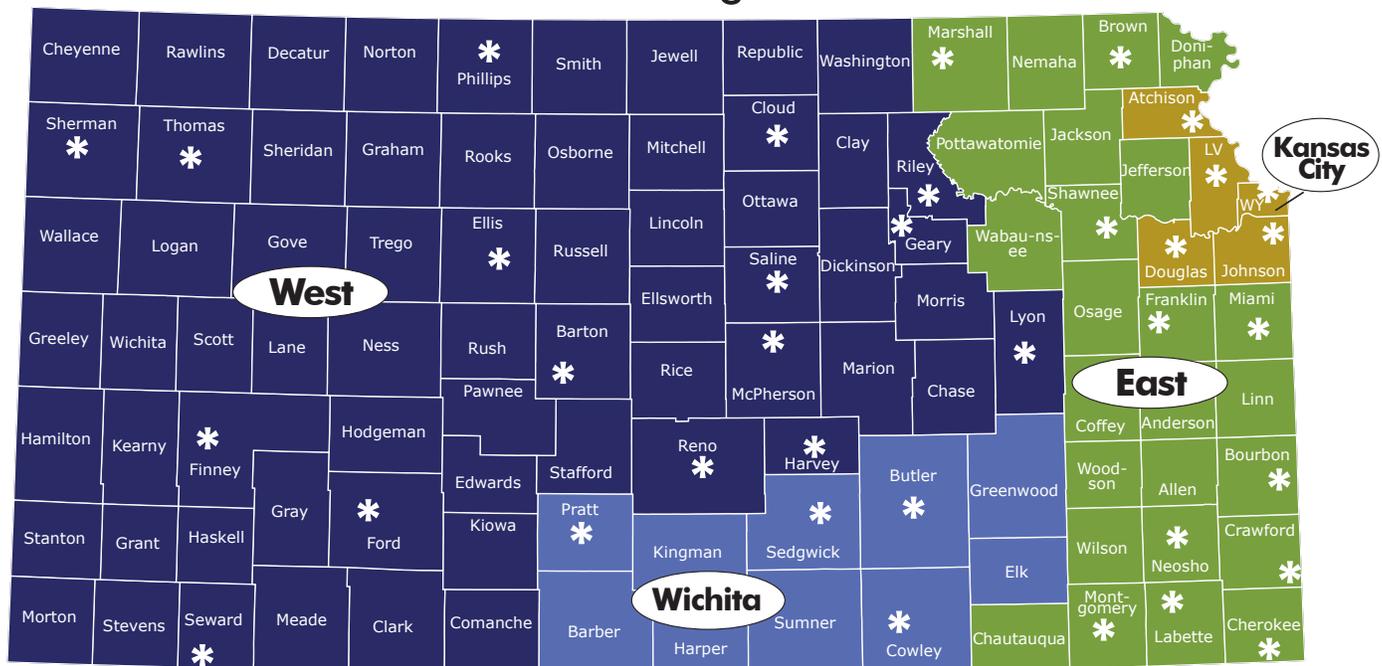
On Nov. 22, 2017, Gina Meier-Hummel was appointed by Governor Jeff Colyer to serve as the Secretary of DCF. Staff at DCF are dedicated to serving the agency's mission of protecting children, promoting healthy families and encouraging personal responsibility.

The DCF mission drives the agency's policies and procedures by promoting the well-being of Kansan families.

DCF services are managed statewide from the Administration office, located in Topeka, Kansas. DCF also has four regions: Kansas City, East, Wichita and West.

## Kansas Regional Map

DCF Regions



\* DCF Service Center

# Kansas Department for Children and Families

## Client Services Report 2018

### Office of Customer Service

The DCF Office of Customer Service monitors the delivery of the agencies program services and handles customer concerns. This office receives concerns from multiple sources, including Kansan residents, the Governor's Office, State and federal legislators, the DCF Secretary's Office, directly from foster parents and from other State agencies. The Office of Customer Service staff aspire to provide excellent customer service by listening and resolving problem(s) the individual is facing.

Office of Customer Service accepts simple requests, such as a client needing a local DCF service center office phone number, addresses or business operating hours. In addition, Office of Customer Service addresses more complex inquiries which involve ensuring client applications have been processed appropriately or addressing concerns related to case specific policy and procedure questions and requests for follow up.

All client concerns are addressed with compassion, respect and professionalism, and are forwarded to appropriate agency staff who have the knowledge and experience to help.

Office of Client Services can be reached at 1-888-369-4777 or at DCF.  
CustomerService@ks.gov.

### Personnel

The Office of Customer Service Director Bobbi Kearney manages three administrative specialists. As a team, they ensure all client phone calls are answered and concerns are documented and ticketed timely and accurately. Combined, this team has more than 50 years of agency experience and bring a cross-program diversity to customer service.

The Director of Customer Service personally reviews concerns from all foster parents and source contacts that include, Governor's Office, State/Federal Legislatures and DCF Secretary's Office. This position establishes meetings between DCF staff, contract providers, stakeholders and clients when resolution has not been agreed upon at the regional level.

The foster parent and youth ombudsman is embedded within the Office of Customer Service and works to ensure that youth are receiving thorough services and Foster Parents are being provided the necessary assistance and encouragement they need to care for children in the care of the DCF Secretary.

# Kansas Department for Children and Families

## Client Services Report 2018

### Role and Objectives for the Office of Client Services

Upon Secretary Meier-Hummel's arrival at the agency, one of her first initiatives was to revise necessary policies and procedures. Secretary Meier-Hummel's recommendations for the Office of Customer Service included the following:

- Decrease reoccurring customer complaints
- Ensure DCF policy and procedures are being followed by DCF and contract staff
- Supply a higher level of support to foster parents
- Initiate effective communication between foster parents, DCF and contract staff to resolve concerns
- Ensure foster care youth voices are heard
- Ensure biological families are taken care of

Additionally, Secretary Meier-Hummel plans to implement a Statewide Support Program for Caregivers and Birth Parents in Kansas. This program will be modeled after the National Foster Parent Association Group.

Since March 2018, the Office of Customer Service has worked diligently to implement the Secretary's recommendations. The office changes include:

- Recording all customer concerns in the Service Manager Ticket System. Previously data tracking was not always consistent.
- Requesting an Information Technology (IT) enhancement to the Service Manager Ticket System to provide more accurate tracking and reporting
- Prioritizing client concerns
- Recording client concerns based on DCF program type
- Answering client concerns in a timely manner, specifically in a timeframe between 24 and 72 hours
- Visited DCF offices to meet with youth and foster parents

The Office of Customer Service consistently does the following:

- Work collaboratively with regional staff to ensure client concerns are documented in the Service Manager Ticket System and that the client's concerns are responded to and resolved timely.
- Regularly reviews cases with DCF staff, contract staff and the Secretary to provide vital oversight and to ensure customer compliance and policy and procedures are being followed properly.
- Works collaboratively with DCF staff, contract staff, the Secretary, stakeholders and clients to find resolutions to client concerns.

# Kansas Department for Children and Families

## Client Services Report 2018

### Performance Measurements

The Office of Customer Service is experiencing overall success in managing client concerns. Data illustrates that since January 2018, the monthly total concerns count has remained constant.

Staff acknowledges success due to the following:

- All clients are contacted promptly in a 24 to 72 hour response timeframe
- Responses are prioritized and managed appropriately
- Reviewing cases offers regular education opportunities to inform community partners and contract staff about DCF and Customer Service processes
- Increased involvement and communication with foster parents including:
  - Participation in community events
  - Creation of a monthly newsletter called Foster Parent Newsletter
  - Collaboration with contract providers and CPA's to resolve concerns and improve communication with foster parents.

### Future Plans for the Office of Client Services

The Office of Customer Service continues to work to make improvements to the system, and is constantly evolving and strengthening the role of the Foster Parent Ombudsman position. Future plans for the office include:

- Service Manager Ticket System changes or new system implementation
- Increase communication with internal and external stakeholders
- Ongoing community participation and foster parent support group participation
- Implementing new RFP for Caregiver Support Group

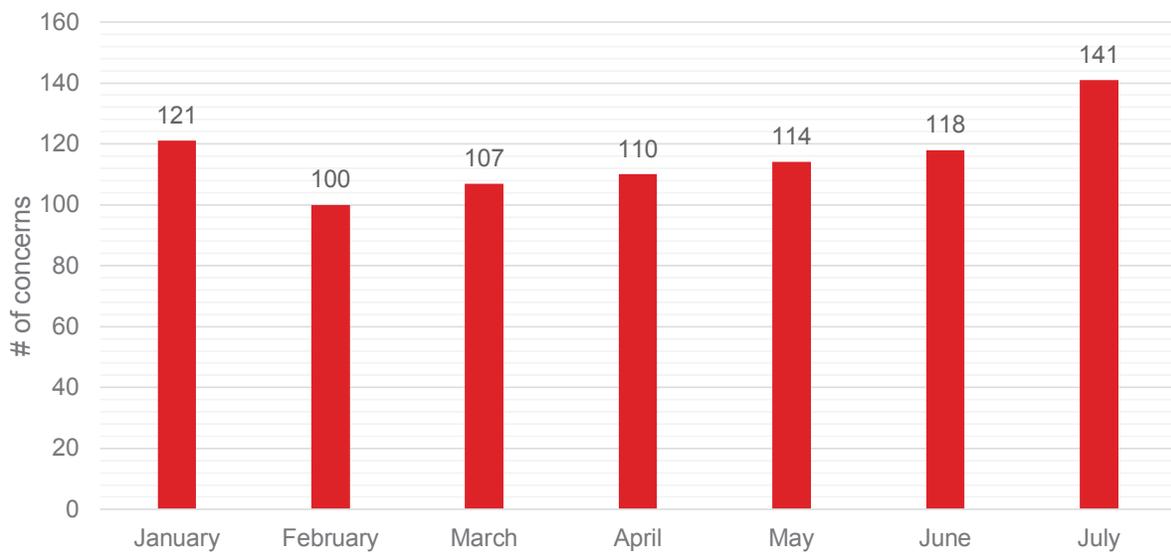
# Kansas Department for Children and Families Client Services Report 2018

## System Data

The Office of Customer Service received a total of 792 client concerns from January 1, 2018, to July 31, 2018.

The total customer service concerns, broken down by month, are shown in the table below.

While inquiries are ticketed with the primary concern, it may involve more than one division or program. Therefore, data below is illustrated with the primary concern.



# Kansas Department for Children and Families

## Client Services Report 2018

The Office of Customer Service receives concerns through a number of different sources, including the Governor's Office, legislators, the Secretary, family members of clients or direct contact with the client.

Last year, the largest contact sources were; Consumer 33 percent (168); Governor's Office 21 percent (168); and DCF Secretary's Office 17 percent (136).

All contact source types for 2018 are listed in the table below.

Contact Source Type	# of Complaints
Consumer	262
Governor's Office	168
DCF Secretary's Office	136
Foster Parent	97
Other	77
Parent/Family Member	56
Foster Care Ombudsman	42
Legislator - State	35
Service Provider	7
DCF Central Office	7
Legislator - Federal	1
Anonymous	1
Advocate	0
<b>Total</b>	<b>792</b>

# Kansas Department for Children and Families

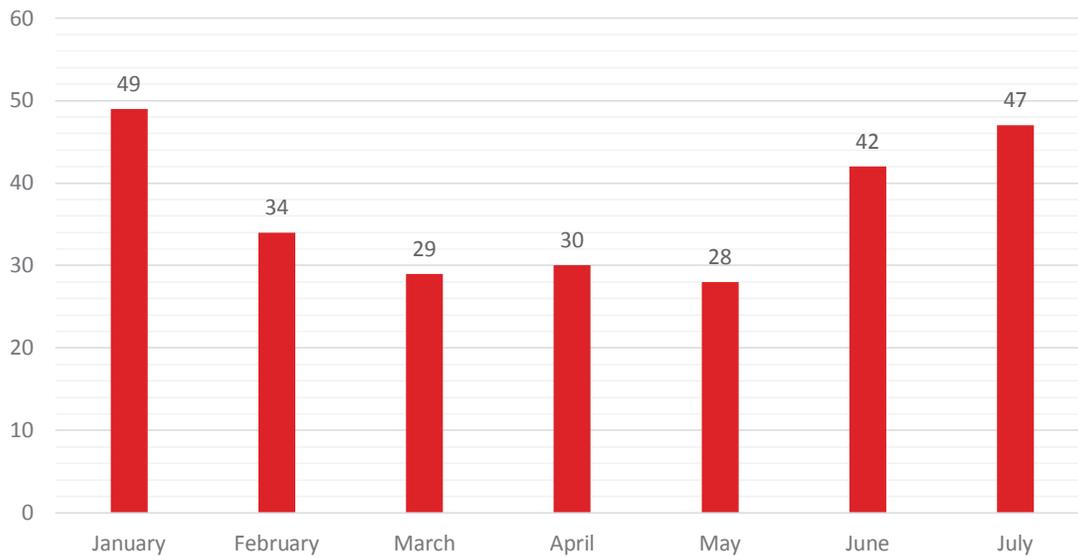
## Client Services Report 2018

### Economic and Employment Services (EES)

EES oversees welfare benefits programs and offers employment services to help individuals gain self-sufficiency.

The Office of Customer Service received a total of 259 client concerns related to EES programs, January 1, 2018, to July 31, 2018.

EES customer service complaints by month are illustrated in the table below.



Last year, the largest EES Program with complaints was food assistance at 83 percent. All EES program concerns for calendar year of 2018, as of July 31, 2018 are listed in the table below.

Program Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Total	
Cash Assistance	0	0	1	0	1	0	3	5	2%
Child Care Assistance	6	2	2	3	4	4	5	26	10%
Electronic Benefit Cards/ System	0	0	0	0	0	0	0	0	0%
Energy Assistance LIEAP	0	0	0	2	1	1	0	4	2%
Food Assistance	41	31	25	24	20	35	38	214	83%
Medical Assistance Medic- aid/Medical Programs	0	0	0	0	0	0	1	1	0%
Work and Emp. Program	2	1	1	1	2	2	0	9	3%
<b>All EES Programs</b>	<b>49</b>	<b>34</b>	<b>29</b>	<b>30</b>	<b>28</b>	<b>42</b>	<b>47</b>	<b>259</b>	<b>100%</b>

# Kansas Department for Children and Families

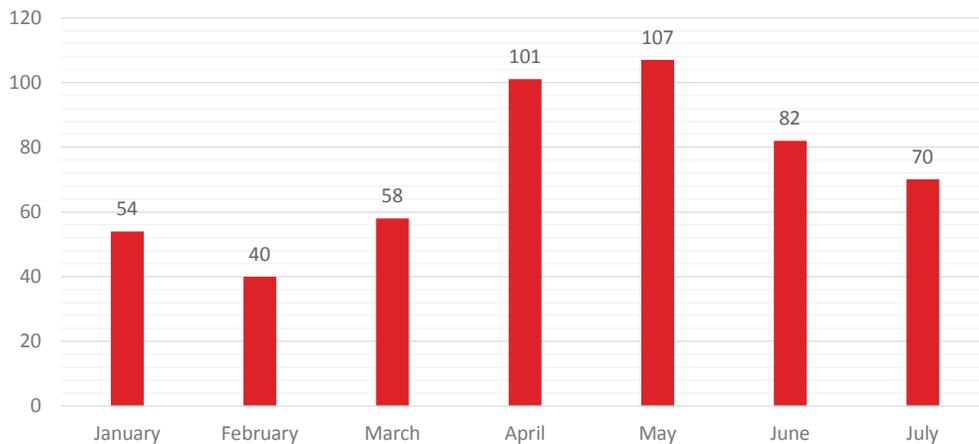
## Client Services Report 2018

### Prevention and Protection Services (PPS)

Prevention and Protection Services (PPS) offers a variety of services to children, families and vulnerable adults, including protection services, family-based assessments, family support services and independent living services for older youth and foster care.

The Office of Customer Service received a total of 512 client concerns related to PPS programs, January 1, 2018, to July 31, 2018.

PPS customer service concerns by month are illustrated in the table below.



Last year, the largest PPS Program with complaints was Foster Care, at 48 percent, and Foster Parent, 35 percent. All PPS program complaints for calendar year of 2018, as of July 31, 2018, are listed below in the below table.

Program Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Total	
Adoption	2	5	2	3	2	3	3	20	5%
Adult Protection Services	2	1	0	5	2	1	2	13	3%
Child Protection Services	17	13	30	20	21	16	18	135	34%
Foster Preservations	1	0	0	1	1	0	0	3	1%
Family Services	0	0	0	0	0	0	0	0	0%
Foster Care	31	19	24	28	30	30	27	189	48%
Foster Parent	0	0	0	41	47	31	19	138	35%
Independent Living	0	0	0	0	0	0	0	0	0%
Interstate Compact on Placement of Children	0	1	0	0	0	0	0	1	0%
Other	0	0	0	0	0	0	0	0	0%
Protection Report Center	1	1	2	3	4	0	0	11	3%
<b>All PPS Programs</b>	<b>54</b>	<b>40</b>	<b>58</b>	<b>60</b>	<b>60</b>	<b>51</b>	<b>69</b>	<b>392</b>	<b>100%</b>

# Kansas Department for Children and Families

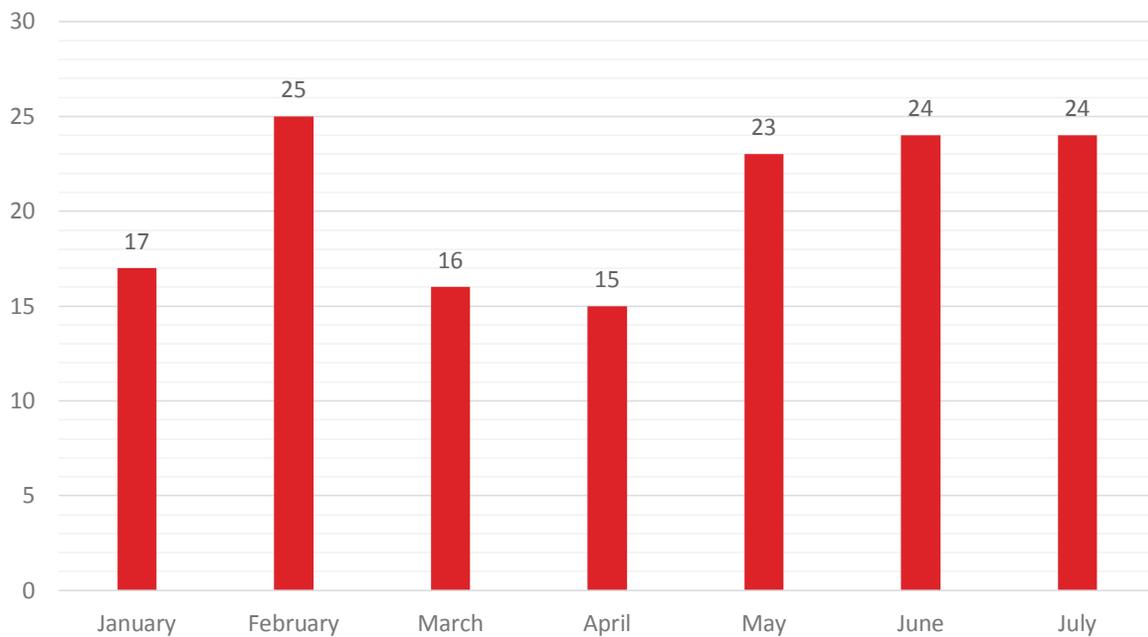
## Client Services Report 2018

### Child Support Services (CSS)

Child Support Services (CSS) helps children receive the financial support necessary for their growth and development. The program assists by establishing parentage and orders for child and medical support, locating noncustodial parents and their property, enforcing child and medical support orders and modifying support orders as appropriate.

The Office of Customer Service received a total of 144 client concerns related to CSS programs, January 1, 2018, to July 31, 2018.

CSS customer service concerns by month are illustrated in the table below.



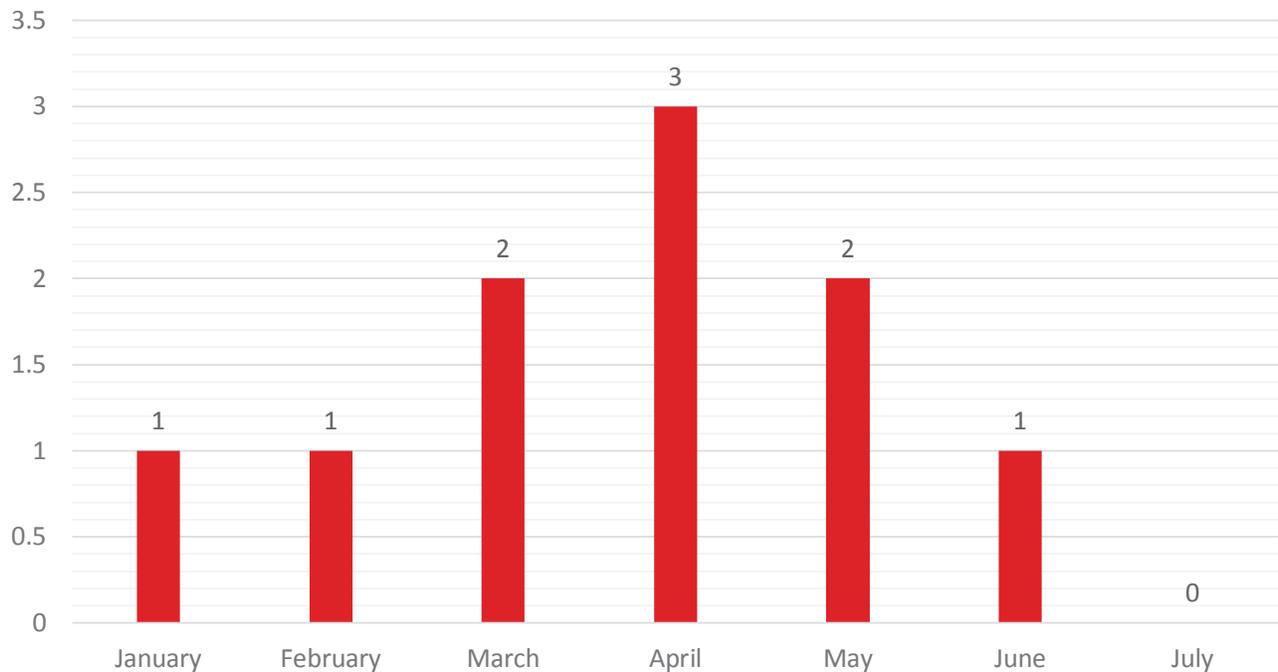
# Kansas Department for Children and Families Client Services Report 2018

## Rehabilitation Services (RS)

Rehabilitation Services (RS) offers services to Kansans with disabilities, including vocational rehabilitation services that are designed to support people with disabilities as they become gainfully employed. RS also includes Disability Determination, business opportunities for the blind and visually impaired community.

The Office of Customer Service received a total of 10 client concerns related to RS programs, January 1, 2018, to July 31, 2018.

RS customer service concerns by month are illustrated in the table below.



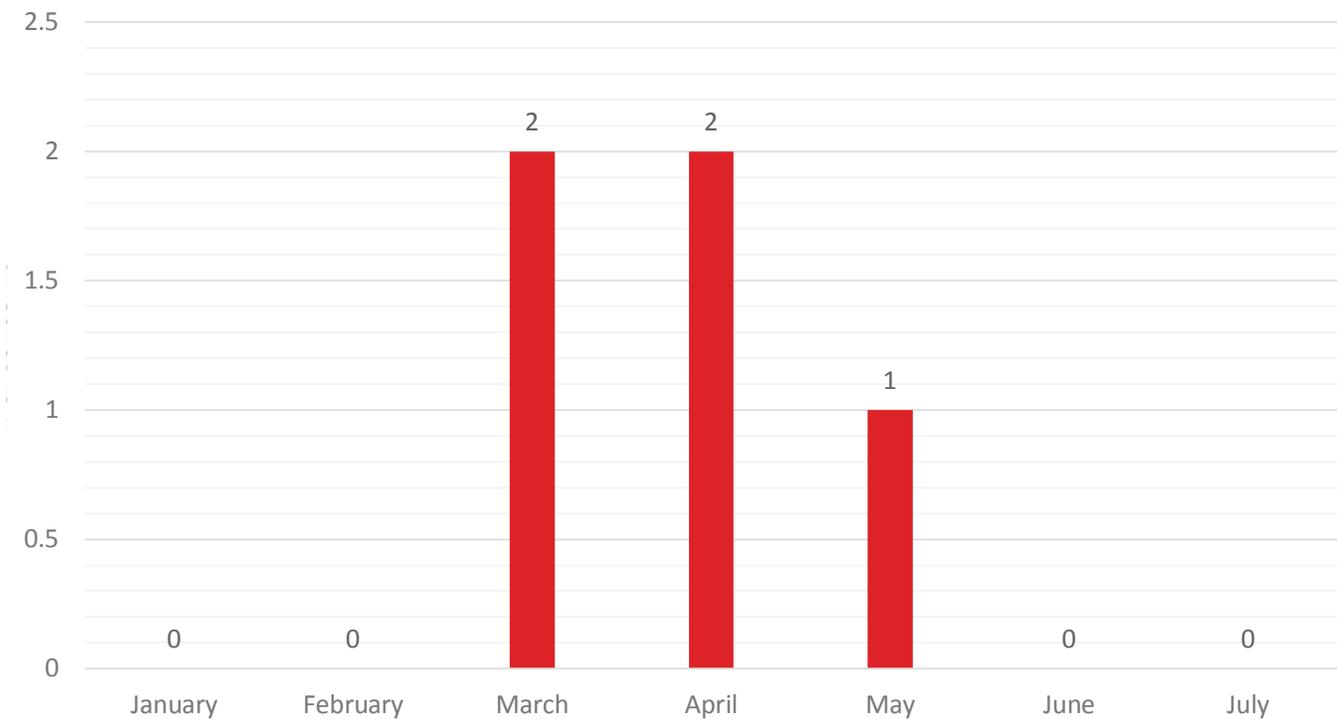
# Kansas Department for Children and Families Client Services Report 2018

## Foster Care and Residential Facility Licensing

The Foster Care and Residential Facility Licensing Division is responsible for licensure and regulation of all 24/7 facilities in the State of Kansas. Our task is to ensure these facilities are operated and maintained with strict regard for the health, safety and welfare of the children residing in them. Foster Care and Residential Facility Licensing Division collaborates with PPS Foster Care staff to resolve licensing issue when a Foster Care concern is reported.

The Office of Customer Service received a total of 5 client concerns related to Foster Care and Residential Licensing programs, January 1, 2018, to July 31, 2018.

Foster Care and Residential Facility Licensing Division customer service concerns by month are illustrated in the table below.



# Office of Client Services

## Contact Information

Customer Service—1-785-296-5828, 785-296-2488, 785-296-6750 or email at [DCF.CustomerService@ks.gov](mailto:DCF.CustomerService@ks.gov)

Foster Care and Youth Ombudsman—785-296-4796

Director of Customer Service Bobbi Kearney—785-296-4684 or [bobbi.kearney@ks.gov](mailto:bobbi.kearney@ks.gov)



*Strong Families Make a Strong Kansas*